

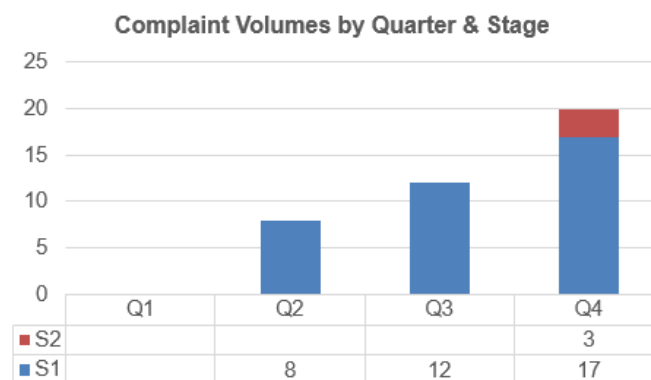
## 2024/25 Annual Complaint Performance & Improvement Report

### 1. Purpose of the report

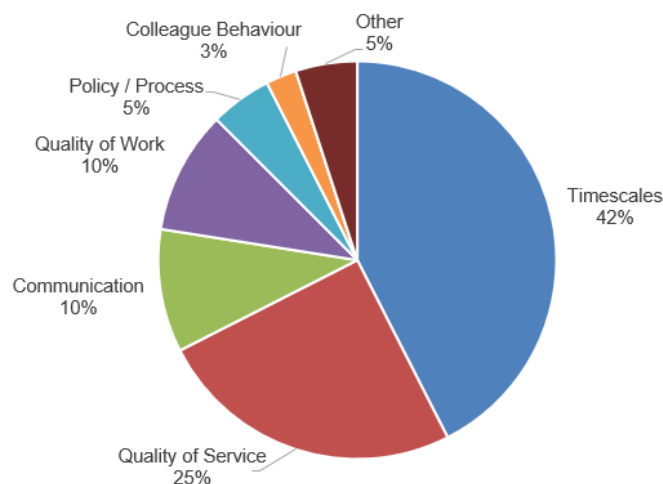
In June 2024, Leazes Homes became a part of the Karbon Group. This report provides an overview of Leazes Homes complaints, handled by Karbon Homes during 2024/2025. It shares the nature of complaints and our performance in handling them. It also includes examples of our learning from complaints and associated service improvements. Finally, it outlines our focus for improvements in 2025/2026.

### 2. Complaint Volumes

During 2024/2025, Karbon Homes handled 40 complaints from Leazes Homes customers. With 92.5% (37) of complaints these were resolved at Stage 1. There were 3 complaints (7.5%) which customers escalated to Stage 2.



Then most common reason for complaints regarded Timescales and Quality of Service. Both primarily related to the Responsive Repairs Service.



90% of complaints, 33 Stage 1 and all 3 Stage 2 complaints were for the Responsive Repairs Service.

86.1% of complaints were upheld or partly upheld, this included 85.3% of Stage 1 and 100% of stage 2 complaints.

Of the 40 complaints received in this period, 39 were due a response by the end of the period. In total 38 of the 39 (97.4%) complaints were responded to in agreed timescales.

### 3. Complaints Refused

Two complaints were refused, in line with the Housing Ombudsman code and our Complaints, Compliments and Suggestions Policy. Both were 'Service Requests', including the first reporting of Anti-social behaviour.

### 4. Housing Ombudsman

There were no complaints escalated to the Housing Ombudsman.

### 5. Compliments

During this period we also received 17 compliments. The majority of compliments (14) related to the Responsive Repairs Service and regarded the behaviour of colleagues or the quality of the service, as example is below.

*'I recently had some work done in my home and I would like to say how amazing the gas engineer was throughout the week. He accommodated me, turned up on time and was a really lovely guy, which made my experience with Karbon Homes a pleasant one. I would also like to say that any contact I had that week with Karbon Homes call handlers, was also a very positive experience.'*

### 6. Learnings & Service Improvements

We want to learn from complaints, act to prevent them repeating and demonstrate our learnings to colleagues and customers. Examples shared below.

#### **Reducing the wait time for repairs**

**Feedback:** The main reason for complaints was the wait time for repairs.

**Action:** We successfully implemented a repairs recovery plan in response to increased demand for repairs and to address the longer wait times for appointment. We invested an additional £2.9m to recruit additional trade operatives and extra sub-contractors.

**Impact:** We completed an additional 6,000 repairs this year, reducing the average wait to 4 months, meaning shorter wait times for customers.

#### **Improving Repair Communications**

**Feedback:** Repair complaints regarding communication increased. Customers also wanted to know more about when a repair requiring more work would be completed.

**Action:** We expanded our repair communications approach, with text messaging and the introduction of outbound call messaging. Response letter samples were also routinely

reviewed, and individual feedback given. We also introduced a new process so customers would get follow-on appointments on the same day as the last appointment.

**Impact:** Complaints for communication declined across the remainder of the year.

### **Sustaining & Improving complaint response times**

**Feedback:** Our forward plan sought to maintain the improvements in percentage of complaints resolved within timescale, achieved in the prior year's last quarter.

**Action:** We maintained awareness of complaints not resolved within timescale through weekly and quarterly reporting, to offer support to colleagues as they need it and ensuring appropriate extensions were applied in line with Complaint Handling Code.

**Impact:** We improved performance to 97.4% in 2024-2025, with one Leazes customer experiencing an expected delay.

### **Improving availability of stocks of parts on vans**

**Feedback:** Customers were complaining about trades colleagues not always having required stock in their vans and for waiting for stock to be available.

**Action:** As part of the procurement of our materials supply contracts, we introduced a new van stock ordering system for trade operatives. Van audits were carried out across of workforce to uplift their van stocks to make sure they had the correct materials on their vans, and we are regularly reviewing stocks.

**Impact:** We are monitoring this, whilst there was a reduction in complaints about this

### **Ensuring customer access to the complaint service**

**Feedback:** To improve access to the complaint service; by expanding our customer materials and reaching underrepresented customer groups.

**Action:** We expanded the customer materials and made these more accessible. The video and leaflet have been shortened and are now available in six other languages.

**Impact:** Customer demographic analysis confirmed proportionate use of the service.

## **7. Improvements for 2025/2026**

We have identified the following improvements which we will focus on in 2025/2026@

- a. Launching and embedding the new Feedback Team
- b. Improve the complaint experience by:
  - i. keeping promises made with complaints
  - ii. keeping customers better informed with complaints
  - iii. improving our quality of complaint response letters
  - iv. improving our consistency of appropriate complaint compensation offers
  - v. improving our complaint response times
- c. Better understand the cause of complaints, to deliver more service improvements
- d. Improve our repairs subcontractor performance
- e. Continue to improve our repair waiting times and customer communication
- f. Keep customers better updated on our complaint performance and learnings
- g. Continue to ensure customers can access the complaint service
- h. Review and improve our complaint handling process
- i. Engaging customers more in learning from complaints
- j. Ensure our systems and reporting enable us to improve the complaint experience.